



## Amy Nguyen, CPA

### Director

With over a decade of experience in healthcare, Amy brings a valuable perspective blending financial expertise, operational knowledge and strategic vision. She excels in problem-solving through data analysis and has a natural collaborative approach to aligning stakeholders behind strategies and change initiatives. Amy is disciplined and tenacious in her approach which is evident in the high quality of her work.

Amy's hands-on experience in some of the country's largest hospital systems enables her to navigate complex challenges and drive positive outcomes in organizations of all shapes and sizes. Her passion for driving operational efficiencies and delivering measurable results has consistently contributed to the success of the organizations she has worked with. Throughout her career, Amy has worked across the private, private-public partnership (PPP), and not-for-profit sectors.

Prior to specializing in healthcare, Amy gained valuable experience in the areas of local government, hospitality, and the gaming industry.

#### Other Career Highlights:

- Supported the formulation of a consolidation strategy for a specific region, including capacity planning and detailed financial modelling. This strategy underwent thorough review and scrutiny, eventually gaining approval at the board level and was successfully executed;
- Played a key role in developing operational improvement plans for a number of hospitals after conducting a fulsome performance review to identify opportunities for enhanced efficiency and effectiveness;
- Reviewed numerous business cases for "greenfield" and "brownfield" healthcare developments, assessing the financial feasibility of such construction projects and facility expansions;
- Led successful implementation of a change management program focused on streamlining the clerical admission process, achieving a significant workforce saving while improving overall operational effectiveness;
- Co-led the development and deployment of performance tracking tools specifically tailored for private hospitals. These tools were strategically designed to facilitate data-driven decision-making and enhance operational efficiency;
- Conducted detailed profitability analysis of the community care service, uncovering incorrect financial representations that had previously gone unnoticed;
- Provided analytical support in a workforce gap analysis aimed at preparing residential aged care homes for the implementation of the AN-ACC (Australian National Aged Care Classification) funding model;

#### Education:

Amy has a Bachelor of Business (Accounting and commercial Law) from Victoria University and is a member of CPA Australia.

#### OVERVIEW

- Finance professional with strategic and operational experience in healthcare.
- Proven success in providing data-backed decision support.
- Highly adaptable and effective in collaboration with individuals from diverse parts of the organization.

#### KEY SKILLS & EXPERIENCE

- Operational management
- Strategic planning
- Business analytics
- Change management
- Business improvement
- Financial modelling

#### SPECIALIST INDUSTRIES

- Hospitals – in private and not-for-profit settings.
- Aged care / Senior Care